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CENTRAL FAX CENTER

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AMENDMENTS TO THE CLAIMS:

Please cancel claims Claims 1-12, 14-25 and 27-28.

1-12. (Canceled)

13. (Canceled)

14-25. (Canceled)

26. (Currently amended) A computer-implemented method for identifying relationships between text documents and structured variables pertaining to said text documents comprising:

providing a dictionary of keywords in said text documents;

forming categories of said text documents using said dictionary and an automated algorithm;

counting occurrences of said structured variables, said categories, and combinations of said structured variables and said categories for said text documents;

calculating probabilities of occurrences of said combinations of structured variables and categories; and

identifying a relationship between a structured variable and text documents included in a category based on a probability of occurrence of a combination of said structured variable and said category.

The method according to claim 1,

wherein said text documents comprise problem tickets in a helpdesk log, and said period of time comprises dates of said problem tickets.

27-28. (Canceled)